

HEALTHY LIVING

Avoid the sugar rush this holiday season

From Halloween to Valentine's Day, this time of year is full of tempting sweets. Learn easy ways to cut sugar without cutting the joy out of your eating.

Winter holidays often come with candy, cookies and other rich desserts. It's OK to enjoy your favorite treats. But too much sugar can cause health problems.

Good news: You don't have to skip the sweets entirely. Here are some simple ways to enjoy treats without overdoing it.

1 Keep sweets special

Pick your favorite holiday treats and enjoy them mindfully.

2 Watch your drinks

Soda, juice and other sugary drinks are a top source of added sugar. Swap them for water. It's a quick way to make room for holiday treats.

3 Save some for later

Baking at home? Freeze half the batch right away to save for later. Or, give away some of what you bake to your neighbors, coworkers, mail carrier or others

4 Eat smaller portions

Split a cookie or slice of pie with your kids. If you bake cookies at home, try making them bite-size.

5 Cut back on sugar elsewhere

Check nutrition labels in your pantry for added sugars. Next time you shop, choose products with less added sugar.

Quick sugar-saving swaps

- **Instead of frosting:** Top sugar cookies or cupcakes with colorful fruit slices or jam.
- **Instead of store-bought candy:** Dip fruit slices or pretzels in dark chocolate.
- **In baked goods:** Replace some or all the sugar with mashed banana or apple-sauce. Or try cutting ¼ cup sugar (or more) from a recipe.
- **Make your own whipped cream:** Whip heavy cream until it's light and fluffy. Add sugar to taste.



Aetna Better Health®
of West Virginia

Questions about your Mountain Health Promise plan?

Call Member Services at 1-888-348-2922 (TTY: 711), 24 hours a day, 7 days a week. Or visit [AetnaBetterHealth.com/westvirginia](https://www.AetnaBetterHealth.com/westvirginia)

Soothe kids' dentist fears

Going to the dentist can be scary for kids. But early checkups are key to having a healthy smile for life. Learn why, plus tips to make the visit less scary.

Did you know that by age 9, about half of kids have had at least one cavity? Even in baby teeth, cavities and tooth decay can lead to long-term problems in adult teeth. Plus, cavities hurt.

Seeing the dentist early — and often — can help stop cavities. Kids should see a dentist within six months of their first tooth coming in, or no later than their first birthday. After that, they should continue to see the dentist every six months.

How to help your child feel comfortable

- **Use positive words.** Instead of saying “don’t worry,” try “you’re going to do great” or “the dentist helps keep teeth strong.” Avoid words like “hurt” and “pain.”
- **Play dentist at home.** Take turns being the dentist and the patient. Use a toothbrush and mirror. Let kids practice on a stuffed animal to make it fun.
- **Read books or watch videos together.** Choose ones made for kids that show a dentist visit in a friendly way.
- **Bring a favorite toy or blanket for comfort.** Ask your dentist ahead of time if it’s okay to bring something.
- **Share your own good experiences.** Tell your child how the dentist helped you and how you felt better afterward. Help them understand that going to the dentist is a normal and positive experience.



We've got you covered. We work with Liberty Dental to provide adults and kids with dental care. You don't need a referral to see a dentist in the network. Go to [AetnaBetterHealth.com/westvirginia/dental-benefits.html](https://www.aetna.com/betterhealth/westvirginia/dental-benefits.html) or call Member Services for more info.



SCHEDULE YOUR FLU SHOT

Your plan covers flu shots at no cost to you. Call your primary care provider to schedule a flu shot. Or, see if your local pharmacy offers flu shots and other vaccines.

Winter wellness: Tips for lung health

Winter can take a toll on your lungs. Kids and adults with asthma or chronic obstructive pulmonary disease (COPD) are at an even higher risk. A cold, flu or other lung irritants can cause a flare-up. It can even lead to a trip to the hospital.

The best way to stay healthy? Avoid getting sick in the first place. Here's how.

✔ **Get vaccinated.** Everyone 6 months or older should get a flu shot every year. You can get a flu shot from your doctor or at a local pharmacy. Your doctor may recommend other vaccines, too, like:

- RSV (Respiratory Syncytial Virus)
- Pneumonia

✔ **Wash your hands often.** Or use hand sanitizer if you don't have access to a sink.

✔ **Keep your distance from people who are sick.** If you can't keep your distance,

a mask may protect you in crowded places. If you're sick, wearing a mask can keep you from spreading it to others.

✔ **Take your medicines as directed** if you have asthma or COPD.

✔ **Stay away from tobacco.** If you smoke or vape, talk to your doctor about quitting. It's one of the best things you can do for your health. Your doctor can recommend programs, tools or medicines that can help. Steer clear of secondhand smoke, too.

Should I take antibiotics?



Antibiotics can be a powerful treatment for certain illnesses. But using them too often can be harmful. Antibiotics don't treat viruses. Colds and flu are almost always caused by a virus. So, antibiotics won't help.

Antibiotics can only treat bacterial infections. That includes strep throat and some pneumonias. Your provider can help determine the treatment that's right for you. If they prescribe you an antibiotic, be sure to take it exactly as directed.



Brighten your winter blues

The darker months can take a toll on our mood and energy. But small changes can make a big difference. Here are simple ways to boost your spirits and bring joy to the people around you.

Reach out to friends and family. A simple phone call, text or video chat can make a big difference.

Embrace holiday cheer. Hang twinkle lights, listen to festive music or make a batch of your favorite holiday cookies. Get involved in local activities, too.

Give back. Volunteering can help you feel connected and needed. Find a cause you care about and look for ways to help.

Finds ways to stay active. If it's too cold outside, take a brisk lap around the mall while you shop or work out at home with a free online video.

Take care of yourself. Make time for things that relax and refresh you. Read a good book, do some gentle stretching or enjoy a quiet moment with a cup of tea.

How to spot signs of loneliness

The holidays can be a lonely time for those who are far from family, coping with loss or feeling left out.

Watch for these signs of loneliness in others:

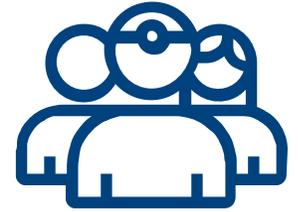
- Changes in behavior
- Avoiding social activities
- Increased substance use
- Changes in mood or energy
- More physical aches or pains

Reach out if you spot these signs in friends, family, neighbors and other loved ones. Sometimes the smallest act — an invite, a check-in or just sitting together — can help someone feel less alone.



Get help in a crisis. The 988 Suicide & Crisis Lifeline provides confidential, no-cost counseling and emotional support 24 hours a day, 7 days a week. Call or text **988** or chat at **988lifeline.org** for help.

3 reasons to make time for a well-child visit



If your child is healthy and well, you want to keep them that way. Regular checkups — called well-child visits — can help you do that.

These visits take place when your child is healthy, not sick. That lets your doctor get to know you and your child—and focus on steps that can keep them safe.

Well-child visits also give you the chance to:

1 Keep current on shots

Vaccines help prevent serious illnesses. Staying up-to-date is the best way to protect your child.

2 See if their growth is on track

At each visit, your doctor will check your child's height and weight. You'll also talk about whether your child is learning and moving as they should. If not, finding out early can help make sure your child gets the help they need.

3 Talk about parenting concerns

If you have questions about nutrition, sleep or behavior problems, this is a great time to ask.

Well-child visits start when your child is only a few days old. At first, your doctor will want to see your child every month, then every few months. Later, the checkups become a yearly visit.

If you haven't kept up, it's not too late to start. Make the call today.



When to get well-child visits:

- 3-5 days
 - 1 month
 - 2 months
 - 4 months
 - 6 months
 - 9 months
 - 12 months (1 year)
 - 15 months
 - 18 months
 - 24 months (2 years)
 - 30 months
 - 36 months (3 years)
- Kids 3 years and older should get a well-child visit once a year.

Get more tips for healthy living.

Go to [AetnaBetterHealth.com/education](https://www.aetna.com/betterhealth/education) to browse our health and wellness library. You'll find articles packed with info to help you feel your best.

Need help? Go online

Turn to **AetnaBetterHealth.com/westvirginia**. Click the “Members” tab under *Tools, info and updates* and select “News and events.” Scroll down to “Member notices” to learn about the following important information.

- How to reach us by phone and after hours
- How to use language assistance and interpreter services
- Benefits and services covered by your plan
- Plan restrictions or exclusions from coverage
- Co-pays and/or other charges you may be responsible for

- Benefit restrictions for services obtained outside the network or service area
- Information on participating practitioners, including contact information, specialty, qualifications and educational background
- How to get primary care services, including points of access
- How to get specialty care, second opinions, behavioral health care and hospital services through either your primary care provider or self-referral
- Direct access to women’s preventive health care and family planning services

Check your Member Handbook



You can also find this info in your Member Handbook. Go to **AetnaBetterHealth.com/westvirginia/member-materials-forms.html** to view it online. Or call us at **1-888-348-2922 (TTY: 711)** for a printed copy of the Member Handbook, Provider Directory or anything on our website.

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BENEFITS SPOTLIGHT

Continued

- How to get care after normal business hours
- How to get care and coverage outside the service area
- How to file a complaint by phone or in writing
- How to file an appeal
- How to get emergency care, including when to go to the emergency room or call **911** services
- What utilization management (UM) is, how we make decisions, how to contact our UM department and our affirmative statement about incentives
- Population Health and Care Management programs, including eligibility; the referral process for member, caregiver or doctor; and
opting in or out of a program
- Our Quality Management program, including goals and outcomes
- Member rights and responsibilities
- Our privacy practices, including collection, use and disclosure of written, oral and electronic protected health information
- Information on advance directives
- Information about pharmacy procedures
- How new technology is evaluated

Want to know how well we are doing? Go to the “Members” tab and select “Quality Improvement.” Scroll down to “See Our Results.”

If you get a bill or statement

You should not get a bill from or have to pay a network provider for covered benefits or preauthorized services.

If you get a bill, you should call the health care provider listed on the bill and make sure they have all your insurance information.

You may get a letter from us that says your service was denied for payment. This doesn't mean that you owe money. Most of the time, you will not owe anything.

If you have questions, call Member Services at **1-888-348-2922 (TTY: 711)**.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ENGLISH: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。

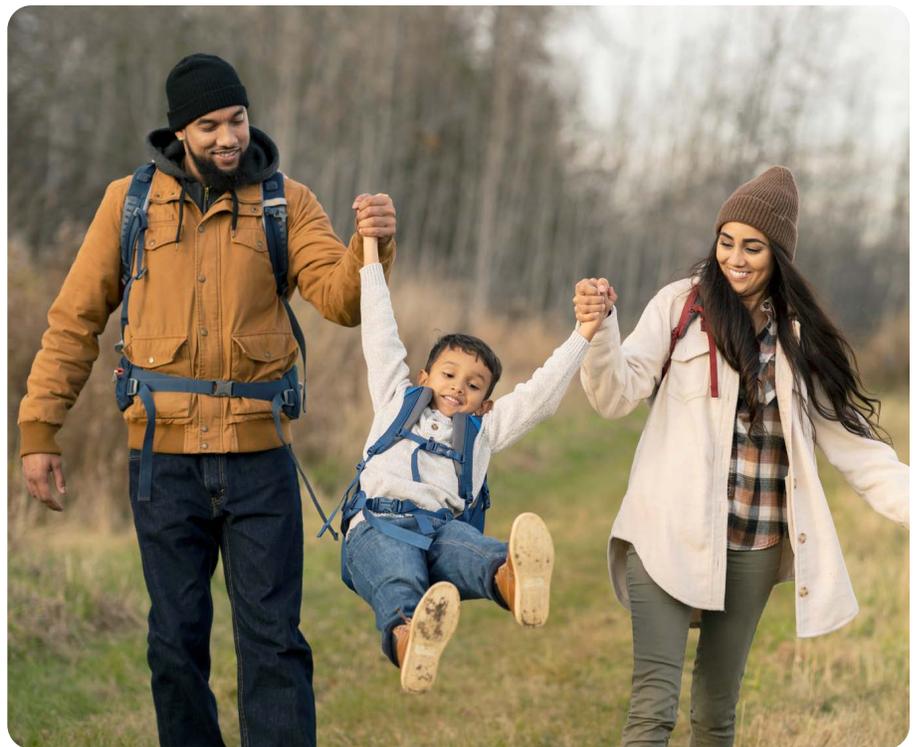


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Get more from your newsletter

You can get your newsletter delivered directly to your inbox. Sign up to get more health and wellness content online and quick access to important plan info. Plus, enjoy a clear, easy-to-read layout on any device — phone, tablet or computer.

To sign up for email, call Member Services at **1-888-348-2922 (TTY: 711)** and tell us your email address.



Get to know your dedicated Case Manager. They can help you make appointments and get services. They can also connect you with helpful resources and answer questions about benefits. You can call your Case Manager at **1-888-348-2922 (TTY: 711)**.



Aetna Better Health® of West Virginia

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, health status or need for health care services.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, health status or need for health care services, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
PO Box 818001
Cleveland, OH 44181-8001

Telephone: **1-888-234-7358 (TTY 711)**

Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at the Aetna Better Health website: **[AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia)**.

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Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or 1-800-385-4104 (TTY: 711).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

CHINESE: 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104 (ATS : 711)**.

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** للصم والبكم: 711.

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104 (TTY: 711)**.

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.

JAPANESE: 注意事項: 日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または **1-800-385-4104 (TTY: 711)**までご連絡ください。

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104 (TTY: 711)**.

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104 (utenti TTY: 711)**.

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104 (TTY: 711)**.

NEPALI: ध्यान दिनुहोस्: ुदि तपयाई नेपाली भा बोलनुहुन्छ भने तपयाईकया लयागि गनःशुलक रूपमया भयाषया सहायतया सेवयाहरू उपलब्ध ुछन्। तपयाईको आइडी कयाइडको प्छयागड रहेको नमबर वया **1-800-385-4104 (TTY: 711)** मया फोन िनुडहोस्।

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104 (TTY: 711)** تماس بگیرید.

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104 (TTY: 711)**.

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104 (TTY: 711)** پر رابطہ کریں۔